21st Century Project
Stakeholder Meeting Summary
April 2004

July 7, 2004

This recaps the 21st Century Project Stakeholder Meetings that were held on April 12th, 13th and 14th of 2004.

The meetings took place at the California State Controller's Office at 300 Capitol Mall, 2nd Floor, Rio Tierra Room, Sacramento, CA 95814.

We would like to thank those department representatives that participated in the April meetings for their time and effort. There were 153 representatives from 61 departments in attendance.

<u>Departments Represented:</u>

Aging, Agriculture Labor Relations Board, Air Resources Board, Alcohol and Drug Programs, Alcoholic Beverage Control, Board of Control, Board of Equalization, Boating and Waterways, CalPERS, CalSTRS, Coastal Commission, Community Services and Development, Conservation, Consumer Affairs, Corporations, Corrections, Developmental Services, Education, Emergency Services, Employment Development Department, Energy Commission, Fair Employment and Housing, Fair Political Practices Commission, Finance, Fish and Game, Food and Agriculture, Forestry, Franchise Tax Board, General Services, Health Services, Highway Patrol, Housing and Community Development, Housing and Finance Agency, Industrial Relations, Insurance, Integrated Waste Management Board, Justice, Lottery, Managed Risk Medical Insurance Board, Mental Health, Motor Vehicles, Office of Statewide Health Planning and Development, Parks and Recreation, Peace Officer Standards and Training, Personnel Administration, Pesticide Regulations, Public Utilities Commission, Real Estate Department, Resources Agency, State Controller's Office, Secretary of State, Social Services, State Lands Commission, State Personnel Board, Toxic Substances Control, Treasurer's Office, Transportation, Veteran's Affairs, Water Resources, Water Resources Control Board, and Youth Authority

Agenda:

Introductions
Purpose of Meeting
Project Overview
Business Case Benefits Study
Project Status
Communications
Stakeholder Participation
Key Challenges
Future Activities
Questions

Discussion:

Introductions

Speaker: Don Scheppmann, Business Manager for the 21st Century Project, welcomed departments and provided introductions.

Speaker 04/12 and 04/13: Bob Painter, Department of Personnel Administration (DPA), Chief of Classification and Pay, discussed DPA's involvement and support for the project. DPA will play a large role in business management and dealing with the change to existing business processes. Bob also recognized the role departments play in the project and encouraged all departments' participation.

Purpose of Meeting

Speaker: Don Scheppmann discussed the purpose of the meeting, which was to reintroduce the project to departments and to establish cooperative working relationships so that the project will succeed; relationships that we will carry away when the project is finished. He also provided reasons why the project will move forward and be successful.

- ✓ Strong partnerships in State government (Department of Personnel Administration, the State's Administration [Governor], Department of Finance, Department of General Services, State Personnel Board, Judicial Council, Teale Data Center and California State Universities)
- ✓ Department of Finance – worked on funding and project approval
- ✓ Administration – California Performance Review has stated that the project can provide the backbone for where the State is going
- ✓ Governor's office involved in decision to go ahead with the project
- ✓ More than an SCO effort, administration effort
- ✓ Strong working relationship between Steve Westly and Governor Schwarzenneger; unanimity – its time for this change

Don discussed the changes that are to come and the need to start preparing for change. He also gave an overview of the project, stakeholders, system benefits and business functionality that will be included in the project initially.

Project Overview

➢ What is the 21st Century Project? A collaborative effort to improve the State's human resource/payroll business processes. Key points:

Improve – means we are going to change things; commitment with DOF, there will be improvement in State government; State government is here to police the highways, run prisons, unemployment insurance, clean up toxins. We are not here to hire and fire – we're here to support in an administrative way. We in human resources need to make our jobs so efficient and effective that the rest of State government can do their jobs. HR should not be an obstacle or hindrance, but rather an efficient and effective support.

Business Processes – This project is not about technology, but rather, it is about improving business processes. This will be accomplished in part through new technology, but that is only the tool to get where we want to be. Where we want to be is to improve our business processes, so that we can get the job done better. When developing tools, we will have to look at how we do business.

Collaborative – The 21st Century Project is not only a Controller's Office project. We work with partners and departments very closely. This project will require that we all take different roles, all critical to success of the project.

➢ Stakeholders – key points made:
  ✓ Employees are very important. Our current systems stop at the HR office. Employees fill out paper and work with Attendance Coordinators or HR staff. For the first time we will be providing access and the ability for employees to update their own information directly.
  ✓ DPA – project will provide opportunities to look at how we do business and change the way we do business.
  ✓ Bargaining Units – DPA will be the lead in working with bargaining units
  ✓ Departments – biggest Stakeholder (It is critical that we start working with you as soon as possible; in working with other States who have implemented new system, they have recommended that we communicate early often and forever.)

➢ Business Functionality – key features are:
  ✓ Position Management
    • Automated, centralized Position Management system
      - Standardizes and improves efficiency

- Accessible current and historical position information for budget and position reporting

- Replaces paper documents with electronic transactions
  - Request for Position (RPA) process
  - Reduce year-end reconciliation efforts
- Enhanced capabilities of departments to monitor position use

✓ Employment
- Maintain current and historical employment activity
- Provide departments continuous online access to human resource data
- Provide Employee Self-Service
  - Employee maintenance of data
  - Shift the day-to-day work from HR staff to employees
- Data available to supervisors, managers & employees with appropriate security authorization

✓ Employee Self-Service
- Allows employee access 24 hours a day, seven days a week
- Self-maintenance of personal information
- Query current and historical employment and payroll data
- Access to benefit information
- Request, change or cancel U.S. Savings bonds

✓ Leave Accounting
- Determines eligibility and creates leave records
- Automated benefit accruals
- Automatic generation and maintenance of State Service credits
- Tracks leave usage and benefit balances
- Accepts attendance for variable pay frequencies
- Fully integrated with Timekeeping

✓ Timekeeping
- Intuitive rules' validation
- Flexible system configuration
  - Adaptable to new bargaining unit provisions and agreements
  - Accommodates various time and pay periods, e.g., 28 day overtime work period, 7 day work week, monthly and biweekly pay periods
- Electronic routing and approvals of attendance
- Automatic identification and calculation of excess and overtime hours
- Activity-based time tracking

✓ Payroll
- Variable pay frequencies
- Improvements in business processes
- Accommodates pay differentials that can be 'rolled up' with the employee's regular pay
  - Invokes rules, audits, validations and eligibility requirements
  - Established and automated within the timekeeping and payroll function.
  - Data available to supervisors, managers & employees with appropriate security authorization

- ✓ Management Reporting
  - Non-technical users will be able to retrieve human resources reports
  - Report outputs will include hardcopy, screen, file or export to PC applications
  - Supervisors and managers will be able to view HR/Payroll and benefit information on their employees

  Updated information can be found on the 21st Century web page [System Features](#).

- ➢ Project Benefits

  - ✓ A proven commercial off-the-shelf HRMS/Payroll system replacing the State's current human resource/payroll functions
  - ✓ A system that has the ability to take advantage of future technologies and is adaptable to change
  - ✓ Addition of new functionality
    - Employee Self-Service
    - Benefit Administration
    - Position Management
    - Electronic Time Reporting System
  - ✓ Improved end-user information access
  - ✓ Uniform and streamlined processing through:
    - Electronic workflow
    - Employee Self-Service
    - Automated audits and edits
    - Centralized rules administration
  - ✓ Minimize operational costs and maximize efficiency
    - Improved business practices
    - Expand best practices statewide
    - Streamline data collection
    - Employee access to their own Information
  - ✓ Reduce the need for departmental systems

- ➢ Technology

  Speaker: Terry Bridges, Technology Manager, gave an overview of business driven technology solutions that are key to the project. He also explained that two technology surveys would be distributed to Stakeholders in the summer of 2004.

Business Case Benefits Study

Speaker: Alan Waite, Business Case Benefits Study Project Manager, provided an overview of the study and discussed the cooperative effort being made between the 21st Century Project and participating departments. The project team is currently gathering data that will be used to compare current business processes with industry standard best practices, in order to project workload efficiencies and cost savings that will be

documented in the final Business Case Benefits Study report. Information regarding the Business Case Benefits Case Study can be found on the 21st Century Web Site.

Project Status and Timeline

Speaker: Terry Bridges, Technology Manager, provided a status of what has occurred to date on the project and explained the project timeline, including procurement and supporting activities. Updated information regarding the Project Status and the Timeline are found on the 21st Century Web Site.

Communications

Speaker: Pat Quinn, Communications Manager, discussed the project's communications strategy including, Stakeholder Meetings, email distribution lists, and a new 21st Century Project Web Site. He also encouraged all departments to be active stakeholders in the 21st Century Project.

Key points included:
➢ Informing staff to subscribe to 21st Century Project distribution lists
➢ Participation in Focus Group meetings planned for Summer 2004–Summer 2005
➢ Participation in the detailed design phase of the project
➢ Supporting change that will occur within departments
➢ Participation in the technology surveys to be distributed later this year

Key Challenges and Future Activities

Speaker: Don Scheppmann, closed the meeting by describing key challenges for the project including, continued funding, improving and changing business practices, managing expectations, labor issues and an aggressive implementation schedule. He also discussed future activities for the project.

Questions

Questions and answers from this meeting were used to produce the Frequently Asked Questions (FAQ) section on the 21st Century Project Web Site.

Contact 21stcentury@sco.ca.gov for additional information.